

JOB DESCRIPTION

Job Title: Catering Assistant

Reports to: Café and Events Manager as Line Manager as well as day-to-day supervision from Deputy Café Manager or Cafe Team Leader (whoever is on duty)

Summary of role:

- To deliver a relaxing and welcoming Café service during daytime when we're open to the General Public, adapting your delivery to meet expectations of Audiences during Shows and Events, evenings and weekends, with fast and professional service.
- Responsible for serving Customers quickly & accurately whilst adhering to Licensing Legislation/ Food Safety and maintaining consistency and quality even under pressure.
- Providing excellent Customer service; engaging with Theatre audiences with confidence, warmth & professionalism at all times.
- To assist with Stock control under supervision of the Cafe Team Management to ensure smooth flow of service and Pre Ordering.
- Contribute towards a positive team-oriented culture, supporting colleagues across the Theatre.

Key work activities & responsibilities:

- Ensure Café areas are clean & set-up fit for purpose following operational guidelines.
- Ensure equipment is cleaned, maintained & any faults reported & recorded in a timely manner.
- Ensure Health & Safety, Food Hygiene, Sale of Alcohol and COSHH regulations are strictly observed.
- Maintain excellent product knowledge, including allergens, maximise sales through cross selling.
- Support opening & closing procedures, including Stock checks.
- Ensure accurate Cash handling & Till operation, reporting any issues/errors immediately.
- Anticipate Demand & adapt quickly to change to pace of service to ensure minimal delays to guests.
- Communicate delays/issues promptly to Managers when Show Timings may be impacted.
- Interacting with customers & clients in a positive manner at all times, ensuring feedback is sought & Customer complaints are reported & acted upon promptly.

Personal Specification:

Essential	Desirable
Previous Hospitality Experience.	Good numeracy and financial skills.
An appreciation of customer expectations and commercial demands.	Food Safety Qualifications.
The ability to work well under pressure.	Entertainment Hospitality experience.
A well organised approach to work.	Passion for Live music, Theatre & Hospitality.
Strong Communication and interpersonal skills.	
Ability to use initiative.	
Good at applying tact and diplomacy.	
Team working skills.	
Good IT skills.	